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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

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January 18, 2005

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**LOS ANGELES COUNTY AREA AGENCY ON AGING'S AREA PLAN
YEAR-END REPORT FOR FISCAL YEAR 2003-2004
(ALL SUPERVISORIAL DISTRICTS) (3-VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the Los Angeles County Area Agency on Aging (AAA) Area Plan Year-End Report for Fiscal Year (FY) 2003-04 (Attachment A).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal (Attachment B) on behalf of the Chair of the Board; and submit the report to the California Department of Aging (CDA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended action is necessary for the Department to submit the FY 2003-04 Year-End Report to the CDA for approval. The CDA requires the AAA to submit an annual Year-End report approved by its governing body, and CDA approval of the Area Plan Year-End Report is a required condition of the State's agreement with the Area Agency on Aging (AAA).

The AAA has taken the appropriate steps to ensure compliance with CDA requirements. This report represents the last of four compliance documents due to the CDA in 2004.

The Year-End Report for FY 2003-04 was not submitted to your Board in a timely manner for approval as a direct result of the management transition and key personnel

changes that have occurred over the last two years at the AAA. In response to this oversight, the AAA has taken the appropriate steps to ensure future compliance with the CDA requirements regarding the Area Plan Year-End Report submission process.

Implementation of Strategic Plan Goals

The recommended action supports the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

FISCAL IMPACT/FINANCING

There is no fiscal impact.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

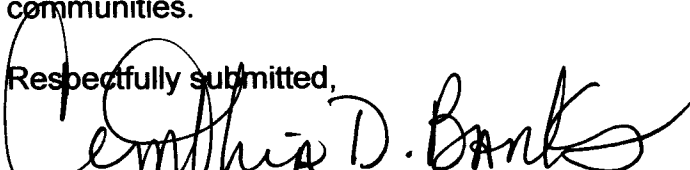
The Area Plan Year-End Report is closely connected to the AAA's four-year Area Plan. The Area Plan is updated annually to include new and revised objectives developed to address the current concerns and needs within the planning and service area. The Area Plan Year-End Report provides a retrospective account of progress made toward specified goals and objectives of the preceding fiscal year. The report reflects a coordinated services system under the jurisdiction of the Department for functionally impaired adults and older adults, and describes needs and agency goals and objectives.

The CAO has reviewed and concurs with the recommended actions.

IMPACT ON CURRENT SERVICES

Approval of the Area Plan Year-End Report for FY 2003-04 will enable the AAA to continue with its home and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,


Cynthia D. Banks
Chief Deputy Director

Attachments (2)

c: David E. Janssen
Raymond G. Fortner, Jr.
J. Tyler McCauley

ATTACHMENT A

COUNTY OF LOS ANGELES AREA AGENCY ON AGING

**AREA PLAN YEAR-END REPORT
FOR FISCAL YEAR
2003-2004**

**A Coordinated Service System for Older Adults and Functionally Impaired Adults of
Los Angeles County/PSA 19**

Under the Older Americans Act and the Older Californian's Act

**LOS ANGELES COUNTY AREA AGENCY ON AGING—PSA 19
YEAR-END REPORT FOR FISCAL YEAR 2003-04**

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*** Community and Senior Services/ Area Agency on Aging of Los Angeles County ***

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EXECUTIVE SUMMARY

The Area Plan Year-End Report is a report submitted to the California Department of Aging (CDA) at the end of every fiscal year. The report is a tool used to inform the CDA on the status of the current year's objectives specified in the Fiscal Year 2003-04 Area Plan Update. The Area Plan Year-End report highlights the objective accomplishments as well as the objectives that have not yet been met and will be carried over to the next fiscal year.

This report contains information about the major activities undertaken by our agency during fiscal year 2003-04. During fiscal year 2003-04, Los Angeles County's main focus was the implementation the Area Agency on Aging (AAA) Programs' Automation project. Planning and development for the Area Agency on Aging Programs' Automation (AAAPA) project began during FY 2001-02. The Los Angeles County Department of Community and Senior Services/ Area Agency on Aging and the Los Angeles County Internal Services Department (ISD) developed and implemented the AAAPA system to meet the Area Agency on Aging's mandate to implement a method for better tracking and reporting of client services. Program piloting began in FY 2003-04 with the AAA Nutrition Programs (Congregate and Home Delivered Meals) being the first of the Older American Act programs to utilize AAAPA. Implementation entailed AAA and ISD conducted training on the AAAPA to all nutrition service providers. Clients were issued plastic credit card sized membership cards. The cards have a barcode containing each client's information, including the location of their congregate meal site. This will enable the AAA to more efficiently track unduplicated client services. The nutrition program module has continued in the piloting phase as strengths and weaknesses in the system are identified.

The Fifth Annual Health Fair and Senior Festival was held October 2003 at the Whittier Narrows County Regional Park, in conjunction with the Los Angeles County Commission on Aging (LACCOC). Themed, "What We Do Makes A Difference," the event offered free health screenings, vendor booths, lectures, and entertainment. Planning for the Sixth Annual Health Fair scheduled for October 2004 was in its final planning stages during the end of FY 2003-04. Approximately 3,800 senior citizens attended the annual health fair and senior festival.

Although this document is required by the California Department of Aging, we seek to likewise provide the community with information about our agency, our mission and the initiatives we are actively pursuing. We invite you to contact us with any questions or ideas you may have, and to join us in fulfilling our mission.

PREFACE

The Los Angeles County Area Agency on Aging (AAA) Planning and Service Area (PSA) 19 is pleased to present this Area Plan Year-End Report for Fiscal Year 2003-04 to the community. This report discusses the major achievements realized by the agency, as well as the major challenges faced, during the period July 1, 2003 through June 30, 2004.

The Year-End Report is closely connected to the AAA's four-year Area Plan that extends from the period July 1, 2001 through June 30, 2005. For each year of the four-year planning cycle, the Area Plan is updated to include new and revised objectives developed to address the current concerns and needs within the planning and service area. Therefore, the year-end report provides a historical account of the preceding year within the four-year planning cycle.

Section II of this report states those objectives we sought to accomplish during fiscal year 2003-04, and the status of each objective by the close of the fiscal year. Some of these objectives are referred to as Program Development and Coordination (PD & C) activities, and are denoted by an asterisk (*). Program Development activities accomplish one of two objectives: (1) the establishment of a new service, or (2) the expansion of an existing AAA service. Coordination activities involve AAA staff in cooperation with other agencies, organizations, or individuals, for the purpose of avoiding duplication, improving services, or resolving problems related to service delivery, to better address the service needs of older persons in PSA 19.

I. OVERVIEW

Background

The Los Angeles County Area Agency on Aging (AAA) is designated by the California Department of Aging as the agency responsible for administering approximately \$20 million dollars in Older Americans Act (OAA) and State funds in its planning and service area each year. This planning and service area (PSA 19) consists of the County of Los Angeles, excluding the City of Los Angeles, (which operates its own Area Agency on Aging). These funds, along with other sources of local and private funds, are allocated to a provider network of more than sixty (60) community-based agencies that offer a multitude of social, supportive, and nutrition-related services. These services include in-home services (housekeeping, personal care, telephone reassurance services, registry services, etc.), congregate meals (meals served in a group setting), home delivered meals, care (case) management, legal assistance services, health insurance counseling and advocacy, information and assistance, and preventive health services and the Senior Community Services Employment Program for persons age 55 and older. Our programs are generally available to persons age 60 and above, with some programs available for persons with disabilities age 18 and above.

The AAA is located within the Department of Community and Senior Services (CSS), a department within Los Angeles County that provides social services to County residents, with a focus on dependent adults, the elderly and their families. CSS serves as the umbrella organization for the direct provision of other key social service programs for adults and older adults, including Adult Protective Services (APS), senior centers, senior employment and training services, the Workforce Investment Act program (WIA), the Community Services Block Grant (CSBG) program, refugee services, and domestic violence prevention and intervention services, Dispute Resolution and Naturalization Services. The Los Angeles County Board of Supervisors is the governing body over the AAA. As a function of this relationship, the AAA regularly advises the Board of Supervisors regarding the needs of the County's functionally impaired adult and older adult populations. To this end, the AAA conducts various assessments of the needs of functionally impaired adults and older adults, and develops programs and strategies to effectively address these needs. The AAA's one hundred member Advisory Council, comprised of community representatives and service providers, also assists the AAA in identifying key issues that affect older adults and functionally impaired adults.

The AAA's mission is: *To create a home and community-based long-term care system that maximizes consumer independence and dignity, and is responsive and accessible to Los Angeles County's diverse populations of older adults and disabled adults, as well as their families and caregivers.* In keeping with this mission, the AAA spearheads and supports efforts throughout the County that are related to community-based long-term care specifically aimed at preventing or delaying

institutionalization of frail and functionally impaired adults through such mechanisms as cooperation, service coordination, and integration.

Major Activities During the Fiscal Year

The major activity during fiscal year 2003-2004 that consumed the Los Angeles County AAA staff time was the open competitive request for proposals (RFP) process conducted to select contract service providers for the four-year funding period from July 1, 2003 through June 30, 2007. This process allows the AAA to reexamine and revise its priorities as appropriate every four years, in order to remain responsive to changing community needs and seize opportunities to increase the quality of and consumer accessibility to services. In addition, the AAA conducted a competitive award process, RFP, to provide Alzheimer's Day Care Resource Center (ADCRC) services to eligible older adults residing in the Antelope Valley, Los Angeles County. This RFP was re-issued as a result of Community and Senior Services/ Area Agency on Aging failing to receive satisfactory proposals serving the Antelope Valley.

Area Agency on Aging Programs' Automation Project

- Implementation of the Community and Senior Services Area Agency on Aging Programs' Automation (AAAPA) project began in FY 2003-04 for nutrition providers: Congregate Meals and Home-Delivered Meals programs. The AAAPA System will be able to capture the AAA Program's new client data; update existing client data; track unduplicated services provided by county and community-based organizations; generate County, State, and ad hoc reports for provider performance-based reporting, contract monitoring, and client related reports.

Health Fair and Senior Festival

- Preparation work began during fiscal Year 2003-04 for the Sixth Annual Health Fair and Senior Festival to be held on October 7, 2004. This undertaking will be in conjunction with the Los Angeles County Commission on Aging. The Health Fair and Senior Festival is designed to promote the health and well being of seniors and their families in Los Angeles County. The health fair is publicized Countywide via radio, television, and print media to reach seniors countywide. The theme will be "Aging Well, Living Well."

Collaboration with Los Angeles County Department of Children and Family Services

- The Los Angeles County Community and Senior Services Area Aging on Aging and the Department of Children and Family Services (DCFS) conducted a series of forums at senior centers countywide encouraging older adults to consider foster care and adoption of older children from the County's foster care system. Older adults were

provided with information and educated on foster care and adoption procedures for the older children.

Older Americans Recognition Day

- The Older Americans Recognition Day (OARD) Luncheon Awards Ceremony was held May 26, 2004 at the Los Angeles Music Center. The National Theme for 2004 was, "Aging Well, Living Well." During the ceremony honorees, which were nominated by one of the 88 municipalities in Los Angeles County or a local senior center, received an award for dedicated community service by the Los Angeles County Board of Supervisors and the Los Angeles County Commission on Aging.

Commission on Aging Seniors on the Move Program

The "Seniors on the Move Program" was organized by the Los Angeles County Commission on Aging Transportation Committee. During fiscal year 2003-04, a series of five half-day programs in each Supervisorial District were conducted, in which seniors and persons with disabilities from Los Angeles County Senior Centers were given demonstrations and instructions on the use of buses, subway stations, and other transit systems. This program encourages seniors and disabled persons to maintain some form of independence by using the public transportation system in Los Angeles County to leave their homes and carry out ordinary activities.

Advisory Council Activities During the Fiscal Year 2003-04

The AAA Advisory Council comprised of approximately 100 senior advocates worked closely with the AAA in its leadership role. Advisory Council members representing various senior organizations and the general public, assist the AAA in all matters relating to the development and administration of the Area Plan and the activities therein.

The Advisory Council conducted the California Senior Legislature (CSL) election. Thirteen Senior Assembly members and two Senior Senators were elected. The purpose of the CSL is to identify priority senior concerns, develop proposals in response to those concerns and advocate for the inclusion of those concerns in legislative proposals of the State Legislature.

The Membership/ Outreach committee recruited among the Hispanic population to train and screen new members of this group to preserve a diverse balance among committee members in order to be more reflective of the population in Los Angeles County.

The First Annual AAA Advisory Council Retreat was held June 2004 at the Arboretum of Los Angeles County. During the retreat, the AAA Advisory Council held its annual meeting and luncheon including the installation of new officers. Council members participated in group exercises.

Significant Accomplishment of Objectives

Out of twenty-eight objectives identified for FY 2003-2004, sixteen objectives were either fully or partially completed, twelve objectives were continued to fiscal year 2004-2005. Six of the sixteen completed objectives were specified as Program Development & Coordination activities. These activities either involve the establishment or expansion of a service, or coordination with other entities beyond the AAA for completion.

Significant Barriers to Accomplishing Objectives

Fiscal year 2003-04 was a transitional year for Los Angeles County AAA with many staff changes taking place. Recurring barriers such as State and County wide budgetary constraints and staffing shortages continued to impede the completion of objectives in FY 2003-04. Consequently, a significant number of identified objectives were continued to FY 2004-05. The AAA will begin in FY 2004-05 to address the staffing shortage within our agency.

Conclusion

Fiscal year 2003-04 was a year of preparation and transition. Our agency seized additional opportunities as they presented themselves and our accomplishments actually exceeded our expectations. We will continue with our leadership role in the coming years and welcome your involvement in helping to create the future of aging in Los Angeles County.

STATUS OF OBJECTIVES FOR FISCAL YEAR 2003-2004

Goal 1: Maximize consumer independence along the continuum of care for disabled adults and older adults.

Rationale: To improve access to home and community-based services by reducing fragmentation of services, maximizing integration of the service delivery system and to support caregivers.

- 1.9* Implement the new Home-Based Care Collaboration Program, by developing policies, program guidelines, for self-directed services, including personal care, homemaking, adult daycare and in-home supervision. *To be completed by June 30, 2004. Program Development*

Status: This objective was completed by June 30, 2004. On July 14, 2003, the Los Angeles County Area Agency on Aging re-issued a request for proposals (RFP) to provide Home Based Care services for a 9-month period, beginning October 1, 2003. Annual contract renewals may occur for up to three additional years, through June 30, 2007. Agencies were issued memorandums requesting that clients seeking personal care, respite, housekeeping and/or registry be referred to the following Home-Based Care agencies for services: Behavioral Health Services; City of Gardena; City of Norwalk; ESCAPA – Chinatown Service Center; Human Services Association; SASSFA; Santa Anita Services; and Santa Clarita Valley Committee on Aging.

- 1.10* Implement and inform the community of the redesigned Legal Assistance Program, designed to meet the needs of more clients, which includes outreach efforts to local senior centers, in training for lay increased training and technical support for advocates, volunteer attorney services and priority services. *To be completed by June 30, 2004. Program Development*

Status: This objective was completed by June 30, 2004. During FY 2003-04, Bet Tzedek Legal Services initiated a pro bono attorney recruitment, training and supervision program that supplemented its other work. The program recruited and trained attorneys in relevant legal areas in exchange for their commitment to provide direct legal services to clients at County senior centers. Bet Tzedek trained volunteer attorneys to directly serve senior center clients. Each trained attorney committed to visiting a County senior center at least once to provide services to at least five seniors during the visit.

- 1.11 Prepare and implement the Long Term Care Consumer Protection Initiative to increase the number of volunteer Skilled Nursing Facility (SNF) Ombudsman by

50 percent in three years. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. The Long-Term Care Consumer Protection Initiative has been implemented and completed. WISE Senior Services in Santa Monica has held training sessions and the number of volunteers has continued to increase.

- 1.12* Replicate the RFP procurement process for the eighth ADCRC in SPA 1 and for Home-Based Care Program in underserved regions (SPAs 1, 2, 5, and 6). *To be completed by June 30, 2004. Coordination*

Status: This objective was completed by June 30, 2004. On July 14, 2003, an RFP was issued to solicit applications for the Alzheimer's Day Care Resource Center-Antelope Valley (SPA 1) and Home-Based Care Services (SPA 1, 2, 5 and 6). The Bidders Conference for these RFPs was held on July 18, 2003 and the application deadline was August 13, 2003. Partners in Care received funding in the amount of \$90,000 to operate an Alzheimer's Day Care Resource Center (ADCRC) in the Antelope Valley (SPA 1). Just Rite Community Programs, Inc. was awarded funding in the amount of \$220,000 to provide Home Based Care Services in Los Angeles County.

- 1.14 Establish five new light industrial host sites to expand and enhance vocational opportunities for Title V enrollees. *To be completed by June 30, 2004. Coordination*

Status: This objective was not completed by June 30, 2004 and has been continued to FY 2004-05. Due to budget constraints, the Title V program was on an enrollment freeze for a large portion of FY 2003-04. The freeze began in January 2004 and extended until the end of the fiscal year.

Goal 2:	Include the needs of Los Angeles County's full range of diverse populations in planning and programs.
Rationale:	To ensure that the tremendous diversity of language, culture, functional impairment, age, housing options, lifestyle, geography, dementia-related and caregiver needs are addressed in the planning process and that programs are responsive to the needs of consumers.

- 2.2* Continue to support agencies serving diverse populations through capacity-building efforts. For example, place emphasis on obtaining providers with linguistic and cultural capabilities, direct focus of the Multi-Ethnic Networks for

Training, Outreach, and Resources for Seniors (MENTORS) program on the needs of the Hispanic communities and ethnic caregivers. *To be completed by June 30, 2004. Coordination*

Status: This objective was completed by June 30, 2004. The Asian and Pacific Islander Older Adults Task Force of Little Tokyo Service Center, Inc. participated in the Multi-Ethnic Network for Trainings, Outreach, and Resources for Seniors (MENTORS) Projects. Training topics included, but were not limited to: African-American, American-Indian, Asian and Pacific Islander and Latino Elder Issues; Caregiving; Elder Abuse & Neglect in Ethnic Communities; Health & Mental Health; Immigration; Linguistic Issues; Low-Income Concerns; Multi-Cultural Diversity; and Outreach to Persons with Disabilities. A maximum of 19 trainings were held in FY 2003-04.

- 2.4 Increase outreach efforts to the Latino older adult population for membership on the AAA Advisory Council. *To be completed by June 30, 2004. Administration*

Status: This objective was not completed and will be continued to FY 2004-05. Current Hispanic Advisory Council members will be identified and included in discussion of the outreach campaign with the Planning and Program Committee. The outreach campaign strategies will target senior centers, churches, libraries, other organizations and clubs.

- 2.6* Establish a Long Term Care Inter-Cultural Advisory Committee of the Long Term Care Coordinating Council (LTCCC) to help advise and monitor the delivery of linguistically specific and culturally specific long-term care services, including a plan to develop appropriate language translation of major informational and educational materials. *To be completed by June 30, 2004. Coordination*

Status: This objective was partially completed by June 30, 2004. The initial meeting for the Inter-Cultural Advisory Committee (I-CAN) took place on 3/8/04. A second meeting occurred on 4/8/04. Although a committee chairperson has been designated, no further meetings have taken place.

- 2.7 Serve rural elders through Implementation of an Alzheimer's Day Care Resource Center (ADCRC) in the Antelope Valley, and increase overall availability of ADCRC service centers ensuring the existence of a center in each planning area. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. On July 14, 2003, an RFP was issued to solicit applications for the Alzheimer's Day Care Resource Center-Antelope Valley (SPA 1). The Bidders Conference was held on July 18, 2003 and the application deadline was August 13, 2003. Partners in Care was awarded funding in the amount of \$90,000 to operate

an Alzheimer's Day Care Resource Center (ADCRC) in the Antelope Valley (SPA 1).

Goal 3: Prepare for the demands of Los Angeles County's evolving and expanding aging and disabled adult populations.

Rationale: To address the demographic challenges of Los Angeles County's growing adult population over the next 30 years and create a Countywide consciousness about the needs of and services for the disabled adults and older adults.

- 3.12 Design and implement a plan for training and development for AAA Advisory Council members and increase Advisory Council participation in development of the Area Plan. *To be completed by June 30, 2004. Administration*

Status: This objective was partially completed by June 30, 2004. On June 28, 2004, the AAA sponsored an all-day retreat for the AAA Advisory Council at the Los Angeles County Arboretum in Arcadia. The retreat focused on the mission of the AAA and formation of the Advisory Council. David Wilder, President of the San Bernadino AAA Advisory Council spoke to the Council about ways to enhance their productivity and encouraged them to visit Advisory Council meetings of surrounding counties to get ideas on being more effective in the community. All Council members participated in group exercises to answer the following questions:

- "How can I be an effective AAA Advisory Council member?"
- "How can I better represent my community?"
- "Is the current structure of the AAA Advisory Council the most effective for our Advisory Council?"

Each group presented the results of their discussions to the group at large.

All Advisory Council members have had an opportunity to review and comment on the 2004-05 Area Plan Update. The AAA is organizing a planning committee of Council members committed to participate in the development of the 2005-09 Area Plan.

- 3.13 Review and revise as needed the Advisory Council Bylaws and standing committee to ensure compliance with the Older Americans Act. *To be completed by June 30, 2004. Administration*

Status: This objective was not completed by June 30, 2004. In compliance with the Older Americans Act, the Advisory Council bylaws, and proposed revisions to the bylaws were submitted to all Council members for review. During the Advisory Council General Meeting held on August 23, 2004,

Council members voted in favor of approving two of the three proposed revisions. Simultaneously, the Council approved two additions to the bylaws. The proposed revision that was not approved will be rewritten and brought before the Council members at the General Meeting to be held on November 22, 2004.

- 3.14 Increase acknowledgement of seniors who have made outstanding contributions to their community through presentation of awards through the Older Americans Recognition Day. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. The Older Americans Recognition Day ceremony themed, "Aging Well, Living Well", was held on May 26, 2004 at the Los Angeles County Music Center. Los Angeles County Commission on Aging (LACCOA) representatives and Los Angeles County Supervisors presented Community Service Honoree Awards to seniors who had been nominated by one of the 88 municipalities in Los Angeles County or a Senior Center for their great spirit of volunteerism. Over 600 older adults, along with family members and friends, attended the event.

- 3.15 Increase awareness of disease prevention methods and health promotion activities through implementation of the Los Angeles County Health Fair and Senior Festival. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. The 5th Annual Health Fair was held on October 9, 2003 at Whittier Narrows County Park in South El Monte. The health fair included free lunches for seniors; free health screenings; vendor booths; guest speakers; entertainment; and door prizes.

Goal 4:	Promote customer service and accountability throughout the organization including Primary recipients of services (consumers), the community, service providers, and funding sources.
Rationale:	To ensure quality and improve the effectiveness of the AAA and its services.

- 4.4* Prepare a comprehensive list of countywide Long Term Care services and resources available in each Service Planning Area (SPA) that will be web-accessible to providers of Long Term Care Services and updated regularly. *To be completed by June 30, 2004. Coordination*

Status: This objective was completed by June 30, 2004. A comprehensive list of countywide Long Term Care services and resources available in each Service Planning Area (SPA) was compiled. The Los Angeles County CSS Department, in conjunction with the Long-Term Care Coordinating Council, a volunteer advisory group to the County on nursing home alternatives, launched and demonstrated the Internet-based community resources Web site at the St. Barnabas Cyber Café. The website, "Long-Term Care Community Connection for the Aged & Disabled", details Internet-based resources providing the most up-to-date information related to services for seniors and disabled adults aged 18 and over. It is customized for Los Angeles County. The website is designed to be user-friendly and provides an extensive directory enabling access to information, as it is needed, for individuals, families or agencies. The website can be accessed via the Los Angeles County website and is maintained and updated regularly. Topics that can be reviewed include: health care; housing; transportation; assisted living devices; hotlines for immediate assistance; and legislative issues.

- 4.7 Develop a system to review and respond to input from family caregivers and relative caregivers. *To be completed by June 30, 2004. Administration*

Status: This objective was not completed by June 30, 2004 and has been continued to FY 2004-05. The AAA elected to pursue a larger AAA Ombudsman Program to be included in an internal feasibility plan.

- 4.9* Maintain and update regularly the Los Angeles County information web site to include countywide long term care resources. *To be completed by June 30, 2004. Coordination*

Status: This objective was not completed by June 30, 2004. Please refer to objective 4.4.

- 4.10 Develop improved reporting methods for the HICAP Program in order to more effectively assess the effectiveness of the program in terms of service delivery, cost of presentations, and number of clients served. *To be completed by June 30, 2004. Administration*

Status: This objective was not completed by June 30, 2004. The Contract Management Unit will ensure the HICAP Program has improved reporting methods in place. A draft HICAP Core Elements Instrument will incorporate CDA's HICAP Core Element Instrument. To complete on-site visits, the AAA monitor will use both instruments.

- 4.12* Develop and submit a proposal to the CDA advocating for a change in the USDA reimbursement methodology to enable AAA and contract providers to access all available funding. *To be completed by June 30, 2004. Coordination*

Status: This objective was not completed by June 30, 2004. In July 2004, the AAA did develop and submit a proposal to CDA and the USDA (NSIP) rate was recalculated. This change does allow for all funding to be accessed.

- 4.13 Develop and implement an improved audit program including audit resolution procedures and internal controls. *To be completed by June 30, 2004. Administration*

Status: This objective was not completed by June 30, 2004 and will be continued to FY 2004-05. The AAA continues to work with the Los Angeles County Auditor-Controller's Office and has also retained a consultant CPA to assist with the development and implementation of an audit program that includes strong fiscal expertise, internal controls and formal audit resolution procedures.

- 4.14 Develop a system to track unsubsidized placement of individuals by SCSEP, but not enrolled in the program. *To be completed during FY 2003-04*

Status: This objective was completed by June 30, 2004. Each Title V monitor ensures that there are follow-ups on unsubsidized placements. This is accomplished via telephone customer satisfaction surveys after thirty days, six months and one year. Results are reported to the CDA on a quarterly basis.

- 4.15 Implement an approved Memorandum of Understanding (MOU) between all One-Stop Career Centers and the AAA. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. There is an existing MOU between the One-Stop Career Centers and the AAA.

- 4.16 Implement an approved Memorandum of Understanding (MOU) between the Local Workforce Investment Board and the AAA. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. There is an existing MOU between the Local Workforce Investment Board and the AAA.

- 4.17 Complete the State required priority list of persons on the Title V waiting list. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. A priority list form was created for Title V participants on the waiting list. The form is compiled of three sections: 1) First priority; 2) Special Consideration; 3) and Priority Status. First priority is given to anyone meeting one or more of the criteria described in the first section to include: an individual aged 60+; and a veteran, or spouse of a veteran who has been disabled. Special consideration is given to persons meeting the criteria in the second section to include the following categories: great economic need; great social need; poor employment prospects; eligible minority; limited English speaker; and persons of an Indian tribe. The priority status determines the order in which the prospective Title V participants will be selected from the waiting list.

- 4.18 Develop and implement a plan to ensure timely execution of all contracts. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. Contracts were executed and a plan was developed to update, revise and implement all AAA contracts in a timely manner.

Goal 5: Promote the awareness of the Area Agency on Aging and its services.

Rationale: To ensure services are accessed and utilized by disabled adults and older adults.

- 5.3 Continue to support and expand the efforts of the AAA Advisory Council and the Los Angeles County Commission on Aging to educate and inform the public regarding programs and services available to disabled adults and older adults, by providing staff assistance. *To be completed by June 30, 2004. Administration*

Status: This objective was completed by June 30, 2004. AAA Contract Management, Planning and Consumer Advocacy & Special Events staff has provided program related and specialized area assistance to the AAA Advisory Council and the Los Angeles County Commission on Aging during FY 2003-04 to include the following: 1) Research statistical information and data relating to seniors and disabled adults residing in Los Angeles County; 2) Post and distribute flyers for upcoming senior events; and 3) Invite members of the Advisory Council and Los Angeles Commission on Aging to meetings/ training sessions where information pertinent to the senior and disabled population will be discussed.

- 5.5* Improve and coordinate comprehensive long term care resources targeted toward the elderly, disabled, and caregiver communities, providing links to libraries, legislation, message boards, updated newsletters, prescription assistance, and local/state/national programs and services by implementing Network of Care for Los Angeles County. *To be completed by June 30, 2004. Coordination*

Status: This objective was not completed by June 30, 2004. Please refer to objective 4.4.

- 5.6* Include information pertaining to available housing and eligibility requirements in Network of Care database to increase accessibility and awareness of housing options for seniors. *To be completed by June 30, 2004. Coordination*

Status: This objective was not completed by June 30, 2004. Please refer to Objective 4.4.

- 5.7* Design an assessment tool and application process to re-designate existing Focal Points. *To be completed by June 30, 2004. Program Development*

Status: This objective was not completed by June 30, 2004. In February 2004, the Long-Term Care Coordinating Council (LTCCC) workgroup responsible for promoting community-based services for aged and disabled adults submitted surveys to agencies that had been designated as focal points by the AAA in previous years. The survey was modeled after a similar survey conducted in 1994. As of the close of FY 2004, some, not all of the surveys had been completed and returned. The workgroup will continue to pursue the process of re-designating the focal points.

- 5.8* Increase community awareness of the Integrated Care Management Program by holding outreach and community education efforts in selected SPAs. *To be completed by June 30, 2004. Coordination*

Status: This objective was completed by June 30, 2004. On September 24, 2003, more than 100 participants representing 34 very diverse agencies and community-based organizations participated in an Outreach Project at Charles R. Drew University of Medicine and Science in SPA 6, an unincorporated and underrepresented area. A portion of the seminar was dedicated to providing greater insight into the Integrated Care Management (ICM) Program. Los Angeles County contracted agencies participated in the project as follows: ESCAPA Chinatown Service Center (SPA 4); Human Services Association (SPA 7); Just Right Community Programs, Inc. (SPA 2); Special Services for Groups (SPA 4); and WISE Senior Services (SPA 5). Outreach efforts were successful.

LOS ANGELES COUNTY AREA AGENCY ON AGING (AAA)

PSA 19

**TRANSMITTAL LETTER
FOR THE AREA PLAN YEAR-END REPORT
FY 2003-04**

This FY 2003-04 Year-End Report for Planning Service Area PSA 19 is hereby submitted to the California Department of Aging for approval. The Los Angeles County Board of Supervisors (Governing Body) supports the Area Agency on Aging's Year-End Report, which provides a retrospective account of progress made toward specified goals and objectives during FY 2003-04.

1. (Signed)_____

Don Knabe, Chairperson Board of Supervisors	Date
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The Area Agency on Aging Advisory Council has had the opportunity to review and comment on the Year-End Report for FY 2003-04.

2. (Signed)_____

Patricia Wilson, President Area Agency on Aging Advisory Council	Date
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3. (Signed)_____

Laura Medina, Interim Director Area Agency on Aging	Date
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